



## A Message From the Director



When I was growing up in New York, we would say on hot summer days: “It’s a hundred degrees outside.” Of course we didn’t mean that it was a hundred degrees; we just meant that it was very hot. Since moving to Los Angeles, I have learned that when you say “It’s a hundred degrees outside,” you might actually be stating the simple truth. Despite the hot weather, the progress of DHS continues to accelerate. We are now up to 380,000 patients being empaneled in primary care within the Ambulatory Care Network or one of our four hospitals. Connecting each of our patients with their own primary medical care provider means better care and increases the chance that the patient will want to stay within DHS. I hope you will join me for our second Virtual Town Hall on Friday July 18<sup>th</sup> at noon. The first Virtual Town Hall was a big success. Our IT department connected 17 different sites of DHS on a virtual network so that we could see and hear each other in real time. The best part was that people at one DHS site could see all their colleagues from other sites, something that can be hard to do given the large size of our county. This second Virtual Town Hall will be extra special because I will be joined by the leaders of SEIU 721. We have been working closely together to improve the patient experience, so that our patients will not leave DHS even if they now have other choices under the ACA. We also want to improve working conditions and morale throughout DHS because we know that having an engaged, positive thinking workforce is the best way to deliver high quality care. Hope to see you there — on the screen!

## Mark Your Calendar! Virtual Town Hall

Friday, July 18, 12PM – 1PM

Join SEIU 721 leaders and DHS Director Dr. Mitchell Katz for a discussion of how we work together to improve the patient experience and staff satisfaction. Most DHS facilities have videoconferencing capability. If your facility is not yet wired, the session will be videotaped and uploaded to the department’s YouTube page.



## Thousands Learn How to Save a Life Using Hands-Only CPR

By Michael Wilson

A record-breaking 17,000 Southern Californians took 10 minutes to learn how to save the life of a loved one or a bystander in need last month using hands-only CPR. The free trainings were held at over 90 locations in L.A. County on June 5 as part of National CPR Week. An estimated 7,000 people were trained in Los Angeles County alone. The Sidewalk CPR event was coordinated by the Los Angeles County Emergency Medical Services (EMS) Agency, the Los Angeles County Fire Department, and the American Heart Association. Fire departments, ambulance companies, hospitals and nursing programs all hosted training events to increase public awareness and improve survivability. If provided immediately after sudden cardiac

arrests can save that life when seconds count.”

When Bob Kirusu collapsed without warning on a Covina golf course four years ago, it was the quick action of bystander Craig Beam who rushed to his aid from 200 yards away. Others

were confused about what to do, but Beam remembered to push hard and fast to keep Kirusu’s heart pumping until emergency responders arrived. At a moving press conference held

at LAC+USC Medical Center, Beam joined Kirusu and his wife and daughter for a tearful reunion to share their compelling

story and urge the public to get trained. In addition to those trained in L.A. County, an additional 10,000 residents from Ventura, Kern, Santa Barbara, Riverside and

San Diego counties were also trained during the single-day event. Hands Only CPR is different from conventional “mouth-to-mouth” CPR, and anyone can learn how to do it. The Sidewalk CPR program is designed to give people basic skills to save that family member, friend, or person in need. To learn Hands-Only CPR, visit <http://www.heart.org/handsonlycpr> to watch an instructional video and share it with the important people in your life.







## LAC+USC Occupational Therapists Visit Ghana

By Janice Ching

Cerebral Palsy. Stroke. Polio. Muscular Dystrophy. Historically, the Ghanaian population regarded people with these disabilities as recipients of punishment for misdeeds or for breaking a taboo. They were viewed as cursed; they were hidden in homes, abandoned, locked away, and/or subjected to traditional methods of “bleeding out the demons.” In 1957, Ghana was the first African country to gain constitutional independence. Since then, Ghana has been making progressive strides to ensure the rights of people with disabilities. The passage of the Persons with Disabilities Act in 2006 granted people with disabilities equal rights to education, employment, transportation, and access to public places. LAC+USC Medical Center occupational

therapist Nazuki Ito recently returned from her 6<sup>th</sup> annual visit as a service volunteer at Mephibosheth Training Center (MTC) in Ghana. Supporting the goal of MTC to “make the students functional members of a family and society,” Naz and an international rehab team work closely with MTC staff to teach children and young adults with disabilities. Applying her talents as an OT, Naz uses



occupation-based activities to cultivate life skills through play, to promote independence in self-care, and to develop vocational aptitudes. The team contributes significantly toward changing attitudes about the disabled, facilitating their acceptance by the community, and their subsequent inclusion in customary community events.

On a team of 30+ members from the USC Occupational Therapy and Occupational Science Leadership Capstone program, Jeffrey Yamada worked to provide rehab and wellness services in Ghanaian villages. In a program related to MTC,

Jeff served as a consultant in the homes and schools of children with disabilities. Working with the children and their families, Jeff taught exercises and positioning techniques to prepare the children for performing future life skills. When basic appropriate age and skill levels were met, Jeff and the team used progressively complex functional occupations to develop vocational skills.



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## Clinical Care Innovations Earn National Recognition

By Michael Wilson

The Department of Health Services is the recipient of two achievement awards from the National Association of Counties (NACo) for improving care outcomes



through use of technology.

The e-Consult patient-centered specialty care program is a web-based platform that is redefining the way DHS provides outpatient specialty care. The platform links the primary care provider (PCP) and specialist together “online” over a secure connection where an initial consult between the two providers takes place.

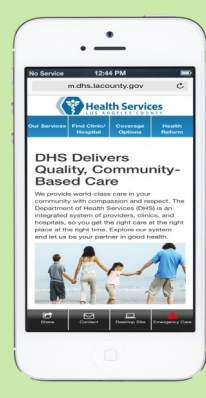
The providers can discuss the patient’s needs in an organized manner and share pertinent photos and notes; in many cases, a specialist face-to-face visit is not necessary. Specialty care wait time is decompressed and patients do not need to travel unnecessarily for a specialist visit. If a specialist visit is necessary, the specialist can designate how quickly the patient needs to be seen and ensure that all pre-visit lab work is completed beforehand so there is no duplication of tests.

Since July 2012, the 1,600 PCPs using eConsult have logged more than 66,000 unique requests in 23 specialty services with an average specialty response time of 2.7 days. In 32% of eConsults, the PCP-specialist dialogue resulted in the PCP managing the patient’s care without needing a face-to-face visit.

Diabetic retinopathy is the leading cause of blindness among working-age adults in the United States, but blindness can be prevented in greater than 90% of cases by early detection and prompt laser therapy. In overburdened safety net systems, there are often wait times of six months or longer for an ophthalmology visit.

The teleretinal diabetic retinopathy screening initiative enables the primary care provider to take a digital image of the patient’s retina in the primary care setting; the image is then sent to the ophthalmologist for remote interpretation. Through faster review, diagnosis and intervention, clinical outcomes improve and the backlog of diabetic patients with treatable disease slowly going blind while waiting for ophthalmic evaluation is decreased.

The new program is producing exceptional outcomes. During a 12-month pilot, 1,697 of 2,732 (62.1%) patients screened had normal exams that required no immediate follow-up, while 260 of 2,732 (9.5%) patients required expedited referral. Achievement awards were also given to other Los Angeles County departments for an employee wellness program, a mobile app for public assistance services, a school garden program, and a solar energy initiative. Started in 1970, the annual Achievement Award Program recognizes innovative county government programs. Awards are given in 21 different categories including children and youth, criminal justice, county administration, environmental protection, information technology, and health.



## DHS Now Mobile!

The DHS mobile-friendly website is now up and can be accessed at [m.dhs.lacounty.gov](http://m.dhs.lacounty.gov). The mobile site lets users search for health facilities and services, check out health coverage options, learn about health care reform, locate emergency services, share site content on numerous social networking platforms, and contact the department — all from the ease of a phone! The redesigned, patient-centered DHS website launched last year.